

Welcome

We hope that you have a great stay in the mountains at Hôtel La Chemenaz with your friendly host Monsieur Gautier. We trust that you will find that your accommodation is both comfortable and practical.

If you have communicated any dietary or medical requirements to us, these will have been passed on to the hotel already. However, please make sure you confirm any specific dietary or medical requirements with the Reception team as soon as possible to ensure you have a relaxed and enjoyable stay.

Details of your transfer departure times will be sent to you via text message to the mobile number you provided to us at the time of booking; please ensure this number is correct and contactable in France.

All important information regarding your stay in Les Contamines should be detailed in your welcome letter with all further information outlined in this handy Ski Weekender Room Folder. However, should you have any unanswered questions or concerns, please feel free to contact the Ski Weekender office on +44 845 557 5983.

Folder Contents

	Page
Key Times	P 2
Hotel Facilities	P 3
Ski Weekender, Ski Lift Pass, Ski Hire, Lockers	P 4
Ski Lessons, Ski Bus and Departure Day and Check-out	P 5
Les Contamines, Contacts	P 6
Bus Timetable	P 7

Key Times

Breakfast	0730-1000h
Telecabines Open	0830-0900h
First Ski Lessons	0900h
Last Telecabine <i>- check piste map for specific times</i>	1630-1700h
Last interstation buses <i>- check bus timetable for details</i>	Around 1800
Dinner Service	1900-2130h
Hotel Bar Opening Hours	0800-2200h

Coronavirus

For the safety of both the hotel team team and guests, we require that the hotel team and our guests comply with all local and national guidelines relating to managing risks associated to the Coronavirus pandemic. The hotel team will be able to offer you any guidance that you may require. We respectfully request that you adhere to local regulations, acknowledging that these may be different to those that you are used to back in the UK.

The hotel team will lightly service your room on a daily basis. If you would prefer that your room is not serviced during your visit, please let reception know.

Hotel Facilities

Breakfast

Breakfast is served in the dining room, located on the ground floor of the hotel, past the reception and bar area. Breakfast is a self-serve hot and cold continental buffet and served between 0730 and 1000h daily.

Bar

The bar is located on the ground floor and is open daily from around 0800h and closes when the Reception team finish, at around 2200h. Drinks can be charged to your room tab.

Restaurant

The evening meal is served between 1900 and 2130h in the restaurant which is situated on the ground floor, past Reception and through the bar. The dinner menu is displayed a day in advance. Please let reception know by the morning of the meal should you have any dietary requirements.

An a la carte menu will also be available where you can order a different meal and simply pay the difference in price. A reasonably priced wine list is also available to accompany your meal.

Internet Access

There is WIFI available throughout the hotel. You should have received a WIFI password during check-in; if you do not have a code, please ask at reception.

T.V.

There are TV's in all rooms. They do have some English channels.

Towels

Towels are provided. Your towels will not be changed during your stay unless you specifically make a request at reception.

Pillows and Blankets

Spare pillows are kept in each room. Extra blankets are available on demand. Should you require any additional pillows or blankets, please request these at reception.

Hotel Wellness Centre and Spa

There is a jacuzzi available for hotel guests down in the basement. Please pre-book a complimentary 30-minute timeslot through reception, as capacity is limited.

Room Keys

You will be given your room key on arrival. Please take your keys out with you rather than leave them with reception during your stay.

A key replacement charge may be applied to your room tab, in the event of any lost keys.

Ski Weekender

Upon check-in you should have received your Ski Weekender welcome envelope from the Reception team. The welcome envelope, along with this Ski Weekender Room Folder should provide you with all the information you need during your stay, however, in the event of any immediate issues, please contact:

The **Ski Weekender office** on +33 450 51 61 95

In the event of an **emergency**, please contact +44 7898 252 301.

Ski Lift Pass

The hotel has arranged lift passes for you on our behalf. Due to the nature of the hotel's arrangement with the local lift pass office, the hotel will require that you leave a piece of ID at reception – driving licence or passport - by way of a bond; this will be returned to you prior to your departure from the resort when you return the lift passes to the hotel reception.

Your lift pass is a Contamine-Montjoie lift pass and gives you access to over 120km of extensive skiing across the villages of Les Contamines and Hauteluce. Your lift pass also gives you free transport on the inter-station ski buses - make sure you display this when you catch one of the local buses!

The main ski telecabine **Montjoie** is only 100m from the hotel, giving you easy access up to the Contamines-Hauteluce ski domain. A piste map should also be included in your welcome envelope, however, these are also available at reception and at the main lift stations.

In the event that you should experience an issue with your lift pass whilst on the mountain, please contact the hotel reception on +33 4 50 47 02 44.

Your lift pass should be worn in a pocket on the left side of your body. Mobile phones can interfere with the magnetic properties of the lift pass and should not be carried in the same pocket as your lift pass.

Please don't forget to return your lift pass to reception prior to departing from resort!

Ski Hire

There is a ski hire shop Allez Oops conveniently situated under the hotel, to the left of the building as you head out of the main hotel doors. Simply get fitted out and pay directly in-store. If you mention you are a Ski Weekender guest, you should receive a discount of up to 30% off your ski hire!

Ski Lockers

If you have hired skis, or brought your own, there is a ski storage facility conveniently located in the hotel basement. Please take care when carrying your skis through the hotel reception area.

Ski Lessons

All ski/snowboard lessons must be arranged independently with one of the local ski schools in the area. We recommend the **École du Ski Français (ESF)** – they have an office in the Les Contamines village, or simply call them directly on +33 (0)4 50 470 282 to book and pay for your lesson. Lessons are best booked in advance.

Ski Access and Bus

Both your ski lift pass and the Cartes d'Hotes card, supplied to you by the hotel upon arrival, give you access to the local buses travelling around Les Contamines and the wider domain area. Please ensure that you carry one of these cards with you, as bus drivers may ask you to present it. Should you wish to take the bus, please see the route map and timetable detailed in this folder.

The Cartes d'Hotes card also entitles you to some additional benefits at some local attractions; please see Reception, for further information.

Departure Day and Check-out

Check-out time from your room is 1100h. Please check out of your room **before** you head up the mountain to ski. You will be asked to settle your 'hotel tab' at check out and settle any charges for additional services that we may have arranged on your behalf, such as early transfers. Both Euro cash and card payments are accepted

Luggage Storage

The hotel is happy to store your luggage whilst you are out skiing on your last day; please drop your bags off in the luggage storage alcove, situated on the ground floor next to the toilets in the reception area.

Changing Facilities

If you have already checked out of your room, the toilets on the ground floor are available for you to use to get changed after skiing on your last day. Facilities are limited, so please allow sufficient time to change ahead of your transfer pick-up time.

Departure Transfer

Your transfer pick-up time will be sent via **text message** to the mobile number you/your group leader provided at the time of booking; please ensure this phone is switched on and the mobile network operates correctly in France. Typically, you will be collected around 3.5 hours before your flight's scheduled departure time.

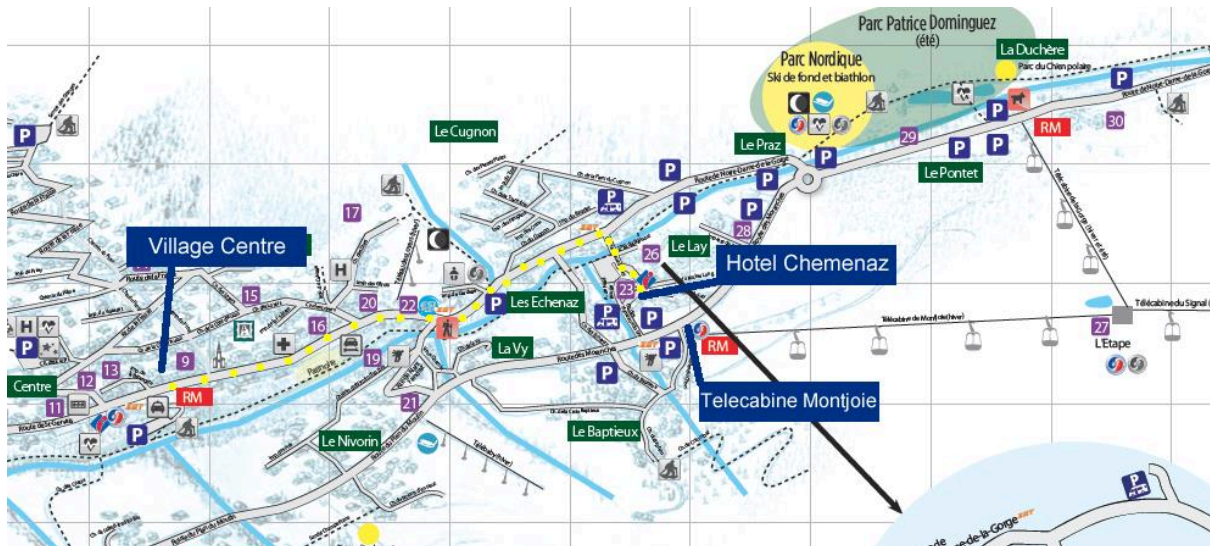
If you are unsure about your transfer pick-up time, please contact the Ski Weekender duty mobile on +44 (0) 789 825 2301.

Les Contamines

The quaint village of Les Contamines is around a 15-minute walk from Hotel Chemenaz, where you will find local amenities such as a Tourist Office, retail stores, a pharmacy, bars, restaurants and the ski school – École du Ski Français' (ESF) – office.

To catch the free shuttle in to the village of Les Contamines, you can catch either a blue (A) or green (C) bus towards **7. Chef Lieu**. To return to Hotel Chemenaz, you will need to catch either a blue (A) or green (C) bus towards **12. Le Lay - TC Montjoie**. The bus stop is located next to the Telecabine Montjoie (outlined on the map below) and runs every 10-30 minutes. Please ask Reception for further information and to pick up a bus timetable.

For more immediate needs, there is a mini-supermarket, a bar and a café located less than a 5-minute walk away from the hotel. Please ask at Reception for details on opening hours.



Contact Details

For any queries regarding your stay, please speak to either Monsieur Gautier or the hotel reception team – they will be around from approximately 0800-2200h every day.

If you have any unanswered questions or concerns, please feel free to contact the Ski Weekender office on info@skiweekender.com, or phone +44 (0) 845 557 5983.

In the event of an emergency, please contact the Ski Weekender duty mobile on +44 (0)7898 252 301.